

## **CITY OF BEAVERTON Library Aide 2**

### **General Summary**

Provide efficient, professional, customer-oriented service throughout the library.

### **Key Distinguishing Duty**

Perform circulation desk functions, process cataloging records and interlibrary loans.

### **Essential Functions**

*Depending upon assignment, the incumbent may perform a combination of some or all of the following duties, which are a representative sample of the level of work appropriate to this class.*

1. Perform circulation functions. Check out library materials. Register patrons for library cards. Assist patrons with the use of library equipment. Respond to questions and explain policies and procedures.
2. Place orders for library materials and supplies using electronic ordering, telephone, fax or mail. Receive and invoice orders for library materials. Process and enter into computer system using established procedures.
3. Maintain statistical records and data. Distribute information to the public, staff members and librarians. Maintain public bulletin boards.
4. Perform routine typing and keyboarding. Make copies. Maintain files. Answer and route telephone calls. Depending upon division, may include data entry as primary.
5. Process unclaimed holds according to established procedures; troubleshoot as necessary.
6. Assess, collect, and tally damage and late fees. Use judgment to reduce or eliminate charges as appropriate. Reconcile cash.
7. Handle and process interlibrary loans according to established procedures.
8. Provide general, directional information to patrons. Perform author/title searches and reserve items for public.
9. Enter and update catalog in records in database. Process library materials.
10. Oversee the maintenance of periodical collections; receive, catalog and process daily issues.

11. Support the Library volunteer program. Assist with volunteer training, coaching, and directing as needed.
12. Participate in department/division/section operational processes including procedure development and implementation.
13. Provide excellence in internal and external customer service. Create a positive experience for customers through professional and courteous behavior and creative problem resolution.
14. Represent the City to the public in operational functions as required. Advance and protect the interests of the City and its citizens in all matters.
15. Serve as a model for accomplishing the City's vision and goals. Model and promote an environment that supports the highest quality results.
16. Develop safe work habits and follow all required safety policies, procedures and techniques. Contribute to safety of self, co-workers and the general public.
17. Participate in the City Emergency Management program including classes, training sessions and emergency events.
18. Follow standards as outlined in the Employee Handbook.
19. Produce an acceptable quantity and quality of work that is completed within established timelines.
20. Support and respect diversity in the workplace.

### **Other Functions**

1. Assist with various presentations or displays.
2. Troubleshoot equipment. May train others.
3. Serve on or provide support to a variety of committees, task forces and advisory groups as assigned.
4. Perform related duties of a similar scope and nature.

### **Knowledge Required**

- ◆ Working knowledge of basic arithmetic and mathematics principles.
- ◆ Working knowledge of library classification systems and databases.
- ◆ Advanced knowledge of English grammar, spelling and usage.

### **Skills/Abilities Required**

- ◆ Advanced ability to file accurately.
- ◆ Ability to participate on a team focused on producing high quality results.

- ◆ Ability to establish and maintain effective working relationships with employees, contractors, other agencies, public officials and the general public.
- ◆ Strong ability to apply excellent internal and external customer service skills.
- ◆ Strong ability to communicate effectively both orally and in writing with diverse customers, employees, contractors, other agencies, public officials and the general public.
- ◆ Strong ability to use a keyboard and word-processing & spreadsheet programs, the Internet or other application software as required for position.
- ◆ Strong ability to use library equipment including typewriter, adding machine, copier, microfiche/microfilm readers and printers.
- ◆ Strong ability to search bibliographic databases and identify appropriate records.

### **Minimum Qualifications Required for Entry**

High School diploma or GED with experience working with the public and exposure to clerical work or an equivalent combination of education and experience enabling the incumbent to perform the essential functions of the position. Some positions in the classifications are required to speak, read and write a second language proficiently.

### **Licensing/Special Requirements**

- ◆ Some positions in this classification are required to possess a valid driver's license and the ability to meet the City's driving standards.

### **Working Conditions**

Daily focus on a computer screen; daily use of a keyboard or similar device; precise control of fingers and hand movements; occasional dealing with distraught or difficult individuals; daily crouching, crawling, kneeling, lifting, stooping, bending, reaching and standing for 30 minutes at a time; lifting, moving or carrying objects between 20 and 50 pounds; use step stool to reach high shelves; regular evening, weekend and holiday work; occasional operation of a motor vehicle on public roads.

## Classification History

As of 10/97: Library Aide 2

Revised: 11/07

New class specification title 1/98: Library Aide 2

Revised: 3/05

Revised: 1/1/09

Status: SEIU

FLSA: Non-exempt

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Department Head Signature

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Human Resources Signature

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Date

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